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| I. | <u>Position Title:</u> | Operations Receptionist - Public Utilities (PT) | <u>Revision Date:</u> | 06/04 |
| | | | <u>EEO Code:</u> | Admin. Support |
| | | | <u>Status:</u> | Non-Exempt |

Under the general supervision of the Operations Manager, operates a personal computer, fax machine, and performs clerical duties; enters work orders and service requests, and takes customer complaints

- Answers phones and provides customer service, directs calls to the appropriate individuals or departments
- Uses personal computer and inputs caller information and generates service requests
- Acts as the receptionist for employees and citizens
- Assists the Operations Secretary as needed
- Sorts and distributes mail
- Maintains phone logs, directories, miscellaneous forms preparation, and distribution
- Orders signs and barricades for projects as requested by staff and calls for pickup when required
- Calls in Blue Stakes requests and keeps an ongoing record of calls and LRA numbers
- Uses the Department radio to dispatch to and receive calls from the field

- Data entry, filing and sorting
- Perform other duties as assigned

Analytical Ability: Apply general principles and ordinances effectively to specific conditions; ability to handle confrontational situations and make sound decisions.

VI. Working Conditions:

Moderate pressure and fatigue are present in this position due to great exposure to stressful situations; constant attendance is required; work assignments are broad and performed with limited supervision; work is referred to supervisor as questions arise; frequent exposure to heavy telephone and walk-in traffic.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

PERSONNEL DEPT. APPROVED BY: _____ DATE: _____